

The logo features a central white circle with a black silhouette of a person. Surrounding this central circle are six smaller circles, each containing a different icon: a white cross on an orange background, a white heart on a dark red background, a white water drop on an orange background, a white clipboard on a dark red background, a white pill on an orange background, and a white brain with a gear on a dark red background. These circles are connected by a white line.

## SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

### Engaging Case Managers in Integrated Care

June 16, 2017

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**Slides for today's webinar are available  
on the CIHS website at:**

<http://www.integration.samhsa.gov/pbhci-learning-community/webinars>

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Please type your  
questions into the  
question box and we  
will address them.



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## Today's Presenter

Kathy Polasky-Dettling, MA, LLP  
CIHS TTA Liaison, HHS Region 4  
[kathyd@thenationalcouncil.org](mailto:kathyd@thenationalcouncil.org)



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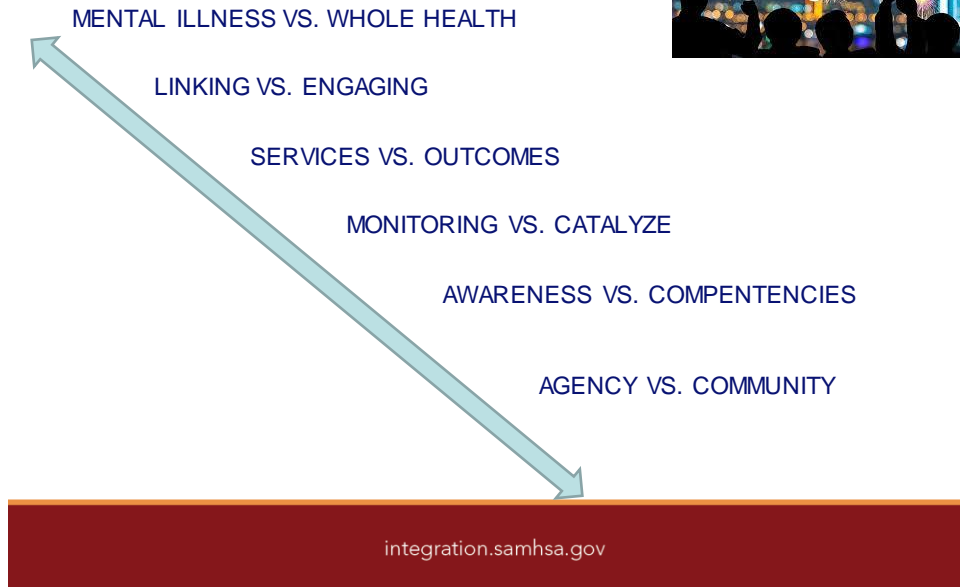
## What we will cover:

### Learning Objectives:

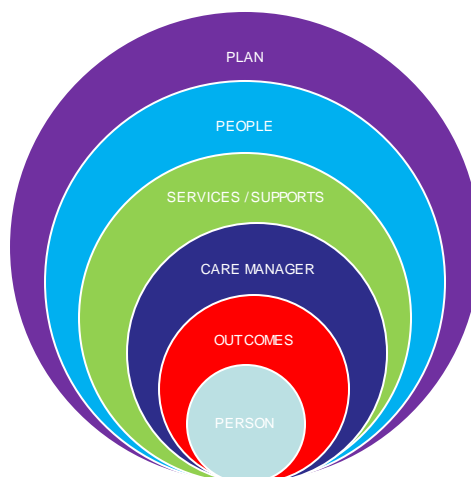
- Participants will identify three strategies for engaging case managers in integrated care practices.
- Participants will identify three strategies used by case managers to engage people with complex needs in whole health and wellness programming.
- Participants will identify three core training strategies to enhance staff competencies in integrated care.

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## Changing the focus



## The Role of Care Management in an Integrated System of Care



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## Every state is different

- Some states / managing entities have stringent eligibility requirements for case management.
- Some states / managing entities have no case management benefit for people without Medicaid.
- Some states / managing entities very closely manage the authorization of case management.
- Some states / managing entities have placed barriers within policy to prohibit behavioral health case managers in addressing health.

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## Three Strategies for Engaging Case Managers in Integrated Care Practices

1. Embedding primary care
2. Changing expectations for Case Managers
3. Having an agency culture of wellness



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## Strategy 1

### Primary Care Services are Embedded in the Clinical Operations

- Start at the top
  - Have clinical leadership at the table at all times
- Engage supervisors
  - Supervisors can make or break an Integrated System of Care
- Location, location, location



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## Strategy 2

### Changing expectations for case managers

- Hiring engagement specialists
- Job descriptions that include the eight dimensions of wellness
- Ongoing training
- Easy to use tools
- Medical consultation



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## Strategy 3

### Creating a Culture of Wellness within your organization

- Start at your front door
- Collecting data and using it to drive care
- Visual tools
- Walking the talk
  - Smoke free campus
  - Junk food free campus



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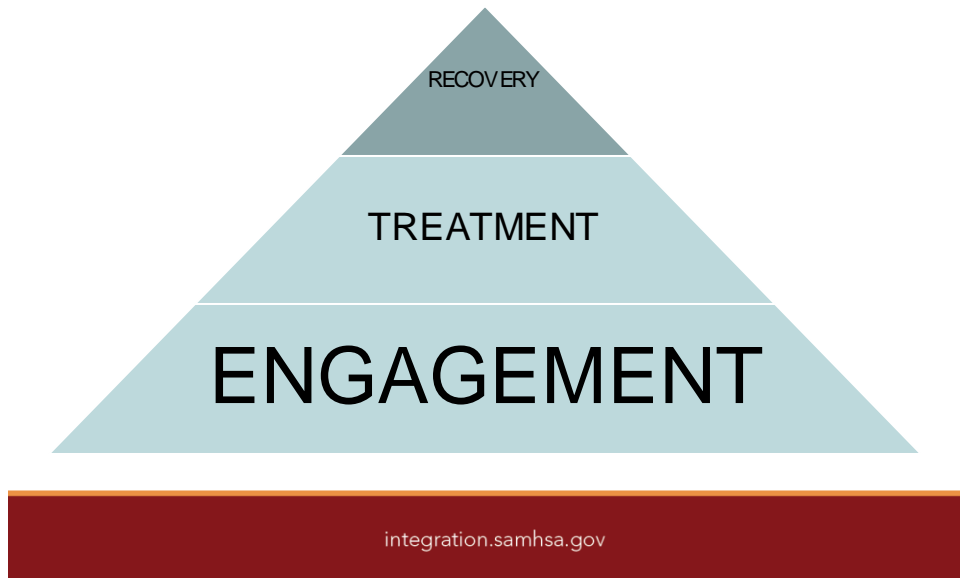
## Three Strategies to Engage People in Wellness

1. Access / Navigation
2. Treatment
3. Self-Management

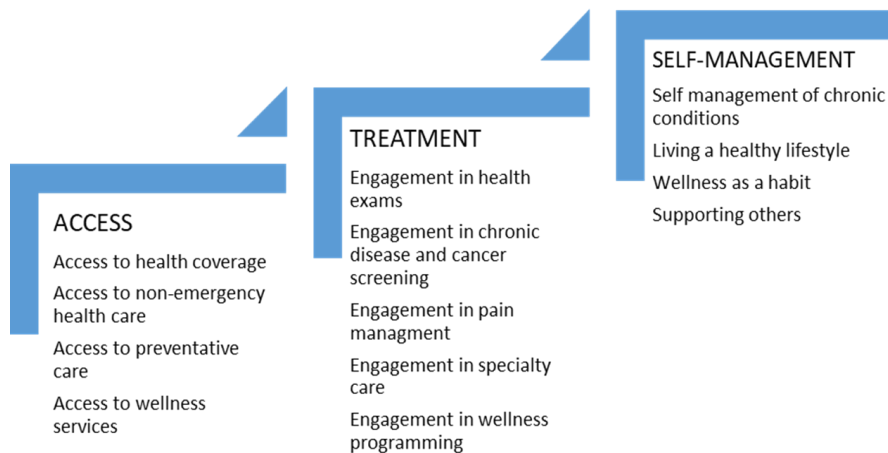


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## Case Manager as the Engagement / Relationship Specialist



## Components of Care Management





## Training Strategies for Case / Care Managers

1. Developing core competencies in health literacy
2. Understanding stages of change
3. Motivational Interviewing

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## Developing core competencies in health literacy

1. Understanding the big picture
2. Basic skills training
  1. Understanding chronic disease
  2. CPR
  3. Taking vitals
  4. Blood sugar testing
3. Becoming familiar with risk factors for developing chronic illness
4. Becoming comfortable with health literacy
  1. WebMD
  2. Google

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## Understanding Stages of Change

Strategies vary based on a person's level of motivation

- Pre-contemplative
- Contemplative
- Planning
- Action
- Maintenance
- Relapse



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## Motivational Interviewing

- Recognizing that changes comes from within.
- Asking, and not assuming.
- Starting the conversation with hope.
- Identifying hopes and dreams, and connecting it with health.
- Honoring the right not to change can make change possible.



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## Barriers

- Having an Integrated Care Program vs. an Integrated System of Care
- Competency – scope of practice
- Confidence – not having enough information to respond to questions / not wanting to give the wrong answer
- Health can be very personal
- Case managers have health challenges too

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## Resources

SAMHSA-HRSA Center for Integrated Health Solutions

- Consumer engagement  
[www.integration.samhsa.gov/health-wellness/consumer-engagement](http://www.integration.samhsa.gov/health-wellness/consumer-engagement)
- Motivational Interviewing  
<http://www.integration.samhsa.gov/clinical-practice/motivational-interviewing>

National Council for Behavioral Health

- Motivational Interviewing  
[www.thenationalcouncil.org/areas-of-expertise/motivational-interviewing/](http://www.thenationalcouncil.org/areas-of-expertise/motivational-interviewing/)
- MTM – Same Day / Next Day Access  
<http://www.thenationalcouncil.org/areas-of-expertise/same-day-access/>
- Case-to-Care Management  
<http://www.thenationalcouncil.org/training-courses/moving-case-management-to-care-management/>

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## Questions?

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